

SSOW 021 – Non-Engineering field-based staff (Salespersons, Account managers, Service managers, Truck care persons and operational managers) activity during COVID-19 crisis.

Written by:	Vic Hargreaves (SHEQ Advisor).
Scope of Activity:	This Safe System of Work covers the practices required during the COVID-19 Pandemic.
Applicable Risk Assessment:	RA 021-Non-Engineering field-based staff, (Salespersons, Account managers, Service managers, Truck care Persons and operational managers). During the COVID-19 crisis.
Hazards Expected:	As identified in the applicable risk assessment.
Mandatory PPE:	Safety footwear Safety glasses High visibility vest
Additional PPE and RPE Requirements:	Single use Nitrile gloves to be disposed of immediately after use Face Mask/Covering.
Resources:	Company vehicle Anti-Bacterial Wipes Site Welfare Facilities



Manning:

Non-Engineering Field based staff reporting to a Line Manager who is responsible for providing information, instruction, supervision and ensuring that the Non-Engineering Field based staff are suitably trained and understand the requirements of this document.

It is important that Non-Engineering Field based staff keep themselves well familiarised with all information shared by the business on Covid-19, how it affects them and any changes they might need to make to work routines.

Safe Working Method:

The Forkway recommended method of contact for interaction between Non-Engineering Field based staff and Customer(s) is virtual communication. This can be either telephone, email, or video conferencing facilities. Should a visit to a Customer(s) site be deemed as strictly necessary then please follow the below guidance:

- Prior to arriving at any site, the Non-Engineering Field based staff must make contact with the customer contact and establish whether a site visit is absolutely necessary. Travelling for business should only be carried out if the task cannot be carried out remotely. If a site visit is necessary, then the Non-Engineering Field based staff must establish if there are any particular site rules or hazards you need to be aware of and what additional PPE or RPE may be required.
- The Non-Engineering Field based staff should establish an agenda and a clear agreement of the amount of time that will be spent on the Customer(s) site. Time spent on a Customer(s) site should be kept to the absolute minimum.
- When travelling to site the Non-Engineering Field based staff shall avoid multiple occupancy vehicles where possible.

SSOW 021 – Non-Engineering field-based staff (Salespersons, Account managers, Service managers, Truck care persons and operational managers) activity during COVID-19 crisis.

- When arriving at any site the Non-Engineering Field based staff must make contact with the customer contact and establish whether there are any COVID-19 specific controls or restrictions in place and familiarise themselves with them. Ensure you are satisfied that they are appropriate and that you can adhere to them, 2-meter social distancing should be adhered to at all times. Face coverings are not required for general use and should only be used if 2-meter social distancing cannot be maintained or if advised as part of the site-specific rules.
- You must avoid shaking hands with anyone on site and, when signing in, the Non-Engineering Field based staff will use their own pen and avoid unnecessary contact with shared surfaces.
- Any documents requiring a customer signature should be emailed to customer, the customer should then sign and scan/email the documents back to the Non-Engineering field-based staff with the originals then posted direct into Orbital 7, Cannock.
- During any meeting the Non-Engineering field-based staff should use back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Take the contact details of customer contact should you require to call for their assistance during your time on site.
- If relocating to an isolated area on site, ensure Forkway lone working procedures are considered and followed where required.
- If at any point you are made aware that equipment has been operated by someone with confirmed or strongly suspected COVID-19 infection, make contact with your Line Manager or SHEQ Advisor for specific advice before proceeding.
- Ensure that you have all the correct PPE, RPE and resources to enable these procedures to be followed correctly. The following should be worn at all times as a minimum:
 - Safety glasses
 - Safety footwear
 - High visibility vest.
- Take a moment to wipe down any common contact areas you are likely to make contact with using Anti-Bacterial wipes to reduce any risk of cross contamination. Common areas include:
 - Steering Wheel
 - Control switches and levers
 - Touch screens
 - Grab Handles
 - Seat Belts
 - Dashboards and shared Chassis areas
 - Floor mats
 - Access Covers, e.g., Bonnet.
 - Arm rests and seat pads

SSOW 021 – Non-Engineering field-based staff (Salespersons, Account managers, Service managers, Truck care persons and operational managers) activity during COVID-19 crisis.

- When removing nitrile gloves, ensure this is done the correct manner to avoid contaminating hands



- Ensure that the highest levels of personal hygiene are maintained at all times and in line with NHS guidelines
 - Wash hands regularly for at least 20 seconds with soap and water or Anti-Bacterial wipes.
 - Hand washing must be completed both on arrival and prior to leaving site.
 - Wash hands before eating, drinking or smoking/vaping.
 - Make use of alcohol gel hand sanitisers if they are available in the area.
 - Avoid touching mouth, nose, eyes, ears or face generally.
- Ensure that your vehicle is kept tidy and clean at all times and specifically that:
 - Waste is stored securely in suitable receptacles or waste bags and is cleared from the vehicle regularly.
 - All commonly used areas of the vehicle are wiped down regularly throughout the day with Anti-Bacterial wipes particularly contact areas such as door handles, steering wheel, gear lever and vehicle keys.

SSOW 021 – Non-Engineering field-based staff (Salespersons, Account managers, Service managers, Truck care persons and operational managers) activity during COVID-19 crisis.

Illness or Sign of Symptoms:

If you become ill or show any of the symptoms communicated by the NHS ([NHS CV19 Advice on symptoms](#)),
Whilst field based:

- Non-Engineering Field based staff will contact the Line Manager and agree a safe method of them getting home without putting themselves or others at risk.
- The Line Manager will notify the customer contacts for the sites you've been visiting immediately prior to falling ill or showing symptoms of CV19 and will also notify Forkway HR.
- Until advised otherwise isolate yourself to prevent contact with other persons.
- When home safely follow current NHS advice to ensure the safety of yourself and others.

Whilst at home:

- The Non-Engineering Field based staff will follow the normal company sick policy by notifying their line manager.
- Access to your company vehicle is to be restricted for a minimum of 72 hours.

Waste:

Where there is no specific identified risk of COVID-19, waste can be disposed of following normal waste disposal procedures. Nitrile gloves, face masks and any Anti-Bacterial wipes used for cleaning surfaces should be disposed of in a plastic waste bag.

If you have any reason to believe that COVID-19 is present, contact your line manager or SHEQ Advisors immediately for advice.